

Dear FCC Commissioners & Staff:

My husband own a small ISP in Statesville, NC. We started in 1996 with 150 customers the first day, just a few phone lines, and modems hanging everyw here to service the phone lines we have.

We have had to fight with Bell South with every line we ordered. We have e xperienced busy lines due to ordering lines from Bell only to have them can celled with no notice when they did not have the line pairs in this area.

Then we finally were able to order digital PRI lines only to find out that our salesman gave the last lines to someone else because he was too lazy to come up and get the signed order from us..... we ran busy lines for month s because of this.

Finally this year we elected to be able to sell DSL as a Bell South reselle r, not to make any money at it but to be able to keep the customer base we have. We joined FISPA just to be able order the lines at a cost of \$33 per month, which in itself, we could deal with if we could get past the monthl y ATM charge of \$780, but Bell South charges \$110 just to take the order. It is hard to get this \$110 app fee from the customer when Bell South waive s the fee for those who sign up with them or reduces it to \$50 or less, the n giving the customer the modem and free months as well. How can we compet e? How can any ISP compete? Bell still gets their money but we are barely able to break even on the cost of the DSL. Then when we have to deal with the Bell DSL team, they won't call us back on problems, we have to call th em back and can't even get the same agent on the phone the second time, so everything has to start over again. It's not right.... we are providing th em with customers, with more income, and the ISP gets the shaft.

Even with the PRIs we ordered from Bell South, the cost per month was extre mely high. You could save about \$50 a month only if you signed a two year contract so when CT Communications came into the area and offered a price t hat was one half as much as Bell South, we took it only to have Bell South come in and talk about all they had given us, all about their support team, always there for us when you could never get anyone at Bell South on the p hone... all you got was voice mail and no calls back. And the CT Communica tions lines are better, up more... generally a better product.

Please take this letter seriously. We work hard to provide a good service to our customers in dial-ups, DSL, and wireless internet. We provide a goo d service by being there... by being where customers can see that we exists , can visit our location, can see where their money goes. Please do let th e Bells control prices and provisioning for the small ISPs... this world is better off with small businesses..... help the small guys by stopping the monopoly that the Bells hold on us all.

Sincerely,

Reita Gilleland  
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